

1 unfortunately, they were gone for the evening.

2 MALE SPEAKER: Okay.

3 MS. SULLIVAN: So you need to be contacting -- you
4 must have -- as a carrier, you must have a contact there
5 because you should be coordinating amongst -- you know,
6 carrier to carrier.

7 MALE SPEAKER: Well, we're not familiar with what
8 your procedure are. We're familiar with what ours are, but
9 not yours.

10 MS. SULLIVAN: Well, yeah. Your procedures should
11 be that you would only contact actual carriers.

12 MALE SPEAKER: Okay. We were not familiar with
13 you or NOS. We're not familiar with your procedures, which
14 is why --

15 MS. SULLIVAN: Right. But if you call to find out
16 who the carrier was on the line, it doesn't say NOS. It
17 says Worldcom.

18 MALE SPEAKER: I understand that.

19 MS. SULLIVAN: Right.

20 MALE SPEAKER: I was asking (inaudible) customer,
21 which is why (inaudible) because Dorothy had told my contact
22 at this customer that -- she had asked my customer to have
23 me call Dorothy. That's the whole reason for this phone
24 call.

25 MS. SULLIVAN: Okay.

1 MALE SPEAKER: We need to find out if in fact
2 whether or not this account is showing a zero balance, and
3 if so obviously why these (inaudible). If you're telling me
4 (inaudible).

5 MS. SULLIVAN: Well, I'm saying that I can't --
6 like, you know, we can decide right now that these numbers
7 need to be released. I can't do it. So, I mean, it's sort
8 of moot. But, yes, they are -- they're clean and clear and
9 ready to go. I have not -- I'm the person that they contact
10 when they want to release a number, all right? I have not
11 gotten any request on these numbers so far.

12 MALE SPEAKER: Well, we sent a request -- her
13 request by Friday. And then the 48-hour period had gone by,
14 and we hadn't heard anything from Wilco. We went ahead and
15 sent the past due notice. And I have (inaudible) fax me
16 right now (inaudible) was either sent to us by you or by
17 Wilco.

18 MS. SULLIVAN: Oh, it had to be Wilco, yeah.
19 Yeah. I would just go ahead and contact Wilco in the
20 morning, place another order, and expedite it.

21 MALE SPEAKER: Okay.

22 MS. SULLIVAN: If you expedite that order, they're
23 going to call me directly, all right? I'm the only person
24 in the building they're going to call.

25 MALE SPEAKER: Okay.

1 MS. SULLIVAN: And I will release the numbers.

2 MALE SPEAKER: Okay. And your name?

3 MS. SULLIVAN: Jennifer Sullivan, S-U-L-L-I-V-A-N.

4 (End of call)

5 FEMALE SPEAKER: (Inaudible.) And by the way,
6 when we win because it is the final tariff doctrine. Are
7 you aware of that? Ask your attorney about it.

8 MALE SPEAKER: I should point out --

9 FEMALE SPEAKER: The final tariff doctrine says
10 that we (inaudible).

11 (Simultaneous discussion)

12 FEMALE SPEAKER: No, you are not. I am going to
13 finish my sentence. The final tariff doctrine ensures that
14 we're going to get paid.

15 (End of call)

16 MALE SPEAKER: All we can do is pay you 50
17 percent.

18 FEMALE SPEAKER: You can pay -- why is it all you
19 can pay is 50 percent? I mean, I reviewed the factors over
20 your whole account. If anything, you billed close to the
21 line with your bill with the other carrier.

22 MALE SPEAKER: What did you say?

23 FEMALE SPEAKER: You billed in line with us even
24 though some of the invoices were higher, including the
25 credits that you got, in line what you billed with the other

1 carrier, not to mention I've offered you a 20 percent
2 discount. I mean, if you want to, you can do the math
3 yourself.

4 MALE SPEAKER: Yeah. I do those figures every
5 day.

6 FEMALE SPEAKER: Okay. You do figures every day.

7 MALE SPEAKER: I'm pretty good at figures.

8 FEMALE SPEAKER: Okay. You billed 16.50 with the
9 other carrier, the bill that you submitted to us.

10 MALE SPEAKER: Right.

11 FEMALE SPEAKER: Okay? That's the bill that you
12 gave us. You were on board with us for six invoices. That
13 was 99. Altogether, on our service, you billed 9200, which
14 to me is less. But we'll just say it's still in line with
15 the 9900, off by \$700, which was the credit that we gave you
16 anyway. So that's (inaudible), so it's still in line, not
17 to mention the 20 percent discount that I'm willing to give
18 you that's on the balance now.

19 MALE SPEAKER: (Inaudible) 20 percent (inaudible)?

20 FEMALE SPEAKER: How did I come up with 20
21 percent? Because 20 percent -- to me, it shouldn't be no
22 more than 20 percent. Twenty percent to me is just a
23 courtesy credit.

24 MALE SPEAKER: Twenty percent not going to be
25 enough.

1 FEMALE SPEAKER: You don't think it's going to be
2 enough?

3 MALE SPEAKER: Right.

4 FEMALE SPEAKER: Why? That's what I keep asking
5 you, why?

6 MALE SPEAKER: Because they overcharged.

7 FEMALE SPEAKER: What did we overcharge you for?

8 MALE SPEAKER: We used to pay about 1500.

9 FEMALE SPEAKER: Fifteen? Okay. Let's just go
10 off of 1500 then, 1500 times the six invoices was 9,000. So
11 we're only off by 200. So what you're telling me, I should
12 only be like \$200 from this bill. But I've offered 20
13 percent.

14 MALE SPEAKER: No. But six invoice -- actually,
15 it's five.

16 FEMALE SPEAKER: You're saying it's five now.

17 MALE SPEAKER: Because first month is only half
18 month and last month --

19 FEMALE SPEAKER: Okay, which is 7500.

20 MALE SPEAKER: Also a half month. So how much --

21 FEMALE SPEAKER: What you're saying is 7500. It's
22 still 9200 that you billed with us, and we're careful the
23 way we bill.

24 MALE SPEAKER: Total of 9200, correct?

25 FEMALE SPEAKER: Yes. But I'm saying we are

1 careful the way we bill. We do nothing illegal. The only
2 thing I'm offering you is 20 percent as a courtesy credit.

3 MALE SPEAKER: It's about 18.

4 FEMALE SPEAKER: Every single dollar and every
5 single penny on this account is owed to us.

6 (End of call)

7 FEMALE SPEAKER: Do you have a fax number?

8 MALE SPEAKER: Yeah.

9 FEMALE SPEAKER: Fax number?

10 MALE SPEAKER: 760-779-0102.

11 FEMALE SPEAKER: Zero-one-zero-two?

12 MALE SPEAKER: Yes.

13 FEMALE SPEAKER: I'll go ahead and fax you over a
14 settlement letter, and it's up to you whether, you know,
15 want to or not to, but I wish you would give me a call
16 afterwards.

17 MALE SPEAKER: Okay.

18 FEMALE SPEAKER: Thank you.

19 MALE SPEAKER: Thank you. Bye-bye.

20 (End of call)

21 FEMALE SPEAKER: Get me some money for this
22 account.

23 MALE SPEAKER: 167.03.

24 FEMALE SPEAKER: Let me see. Yes.

25 MALE SPEAKER: It's -- as a matter of fact, it got

1 cut yesterday.

2 FEMALE SPEAKER: It got cut. Has it gone out?

3 MALE SPEAKER: It will go out in today's mail.

4 FEMALE SPEAKER: Well, how about we do a check by
5 fax, and we're done. It doesn't cost you a thing.

6 MALE SPEAKER: Can I send you the check by fax?

7 FEMALE SPEAKER: Huh?

8 MALE SPEAKER: I can do that.

9 FEMALE SPEAKER: Do you have the check by fax
10 form?

11 MALE SPEAKER: I doubt it.

12 FEMALE SPEAKER: Okay. I'll fax it to you. Your
13 number is 209-948-0958?

14 MALE SPEAKER: Correct.

15 FEMALE SPEAKER: It's on its way. Just tape the
16 check to the top of the form, sign and date it, and fax it
17 back to us. Keep the check and the form as your receipt.
18 The balance is paid in full.

19 MALE SPEAKER: Let me go pull the sucker out of
20 the mail.

21 FEMALE SPEAKER: Okay.

22 MALE SPEAKER: Before somebody goes and takes it.

23 FEMALE SPEAKER: Oh, yeah. Oh, my God. Okay.

24 Okay, great. Thanks. Bye-bye.

25 (End of call)

1 FEMALE SPEAKER: (Inaudible) can I help you?

2 MALE SPEAKER: Yes. I need someone in accounts
3 payable, please.

4 FEMALE SPEAKER: In reference to what, sir?

5 MALE SPEAKER: It's to a bill that is way past
6 due.

7 FEMALE SPEAKER: From what property? I need to
8 know a little bit more so I know who to have --

9 MALE SPEAKER: No. It's not a property. This is
10 from NOS Communications, the phone company.

11 FEMALE SPEAKER: The phone company?

12 MALE SPEAKER: Yes. I've got a way, way past
13 overdue balance. I need a payment on it immediately.

14 FEMALE SPEAKER: Okay.

15 MALE SPEAKER: But I've left several messages for
16 somebody named Fred who is supposed to be paying this bill,
17 and he doesn't even call me back.

18 FEMALE SPEAKER: Okay. His number is area code
19 203 --

20 MALE SPEAKER: Two-oh-three?

21 FEMALE SPEAKER: Yes. 573-9186.

22 MALE SPEAKER: And he is the accounts payable
23 person?

24 FEMALE SPEAKER: He would be the one to speak to,
25 yes, to get this paid for.

1 MALE SPEAKER: Okay. Because all I get is a
2 recording, and I've left several messages.

3 FEMALE SPEAKER: Well, I don't know what to say to
4 you, sir.

5 MALE SPEAKER: Okay. Well, who is his boss?

6 FEMALE SPEAKER: A fellow in New York.

7 MALE SPEAKER: Okay. That doesn't help me.

8 FEMALE SPEAKER: Right.

9 MALE SPEAKER: I mean, I'm cutting off the phones.

10 FEMALE SPEAKER: You're going to cut off the
11 phone?

12 MALE SPEAKER: Yeah. I mean, I need a payment. I
13 don't understand.

14 FEMALE SPEAKER: Okay. You're calling from NOS,
15 N-O-S?

16 MALE SPEAKER: NOS Communications.

17 FEMALE SPEAKER: Okay. And your name is?

18 MALE SPEAKER: Allen. I mean, I'm going to call
19 this 203 number and leave another message. And the thing
20 is, if I don't get a return call, there is nothing else I
21 can do but turn off the phones.

22 FEMALE SPEAKER: Okay.

23 MALE SPEAKER: Okay?

24 FEMALE SPEAKER: And what is your phone number?

25 MALE SPEAKER: It's 1-888-461-3464.

1 FEMALE SPEAKER: Okay. And what phones are you
2 going to turn off?

3 MALE SPEAKER: All of them. This is for your long
4 distance.

5 FEMALE SPEAKER: Oh, for the long distance?

6 MALE SPEAKER: Uh-huh.

7 FEMALE SPEAKER: Okay.

8 MALE SPEAKER: Okay?

9 FEMALE SPEAKER: All right.

10 MALE SPEAKER: Okay.

11 FEMALE SPEAKER: Thanks.

12 (End of call)

13 MALE SPEAKER: -- phones back on. Let's not go
14 that route.

15 FEMALE SPEAKER: (Inaudible) know today.

16 MALE SPEAKER: Okay. And you know the amount to
17 pay?

18 FEMALE SPEAKER: Yes.

19 MALE SPEAKER: The 264.40.

20 FEMALE SPEAKER: Right. That's what I (inaudible)
21 little money built up for a change.

22 MALE SPEAKER: Okay.

23 FEMALE SPEAKER: Thank you so much for calling me.

24 MALE SPEAKER: Oh, thank you. I was going to keep
25 trying until I got hold of you today. So --

1 FEMALE SPEAKER: Did you get my message on the
2 voice mail?

3 MALE SPEAKER: Yes, yes. So I knew you were at
4 least out there somewhere. I just had to get you.

5 FEMALE SPEAKER: I appreciate it.

6 MALE SPEAKER: No, not a problem. Send that
7 today. Thank you.

8 FEMALE SPEAKER: Thank you.

9 MALE SPEAKER: Have a good day. Bye-bye.

10 (End of call)

11 MALE SPEAKER: Is Dwayne there, please?

12 MALE SPEAKER: Speaking.

13 MALE SPEAKER: Yeah, Dwayne. It's Keith calling
14 from NOS Communications.

15 MALE SPEAKER: Okay.

16 MALE SPEAKER: Yeah. How are you doing?

17 MALE SPEAKER: I'm doing okay.

18 MALE SPEAKER: You had left me a message that your
19 addressed and phone numbers changed.

20 MALE SPEAKER: Right, right.

21 MALE SPEAKER: Yeah. And then actually, since I'm
22 your account rep, when you guys did your check by fax
23 payment --

24 MALE SPEAKER: Yeah.

25 MALE SPEAKER: That came to me, and that lists the

1 new address and phone number. So I will take care of
2 getting them changed on your account.

3 MALE SPEAKER: Okay, great. Well, we just sent
4 that over yesterday.

5 MALE SPEAKER: Yeah, yeah. I've got it in front
6 of me here, so --

7 MALE SPEAKER: Okay.

8 MALE SPEAKER: Okay?

9 MALE SPEAKER: Well, I appreciate that.

10 MALE SPEAKER: No. I'll take care of it for you.

11 MALE SPEAKER: Thanks, sir.

12 MALE SPEAKER: All right. Thanks, Dwayne. Bye-
13 bye.

14 (End of call)

15 FEMALE SPEAKER: Good morning, (inaudible)
16 Concilio.

17 MALE SPEAKER: Yeah. Is -- oh, hold on here. I
18 should have had it ready there. Is Penny there?

19 FEMALE SPEAKER: That's me.

20 MALE SPEAKER: It's Keith calling from NOS
21 Communications.

22 FEMALE SPEAKER: Hi, Keith.

23 MALE SPEAKER: Hi. How are you doing?

24 FEMALE SPEAKER: I'm doing fine.

25 MALE SPEAKER: Good. We have a minor problem.

1 FEMALE SPEAKER: Yes?

2 MALE SPEAKER: I don't know for sure whether or
3 not your checks are going to show up today. If they do not
4 show up today, the computer is going to cancel your accounts
5 and turn your phones off.

6 FEMALE SPEAKER: My phones off or turn off my long
7 distance?

8 MALE SPEAKER: Long distance, obviously, not the
9 phones themselves. No, we don't have any control over that
10 yet. Is there any way you can do a stop payment on those
11 ones you mailed in?

12 FEMALE SPEAKER: No, I can't do that because I'm
13 not the manager. I'm not the program manager, and she is on
14 vacation this week, and those checks have gone out. So I
15 don't know if you'll get it today or tomorrow, but you'll
16 get it because it has already gone out of my office, and I
17 can't stop payment.

18 MALE SPEAKER: Okay. Oh, shoot. Is Sharon the
19 only one who could have done that?

20 FEMALE SPEAKER: Yes.

21 MALE SPEAKER: Okay. Well, that might work to our
22 advantage, if she is the only one who can do that. Okay. I
23 will try to handle it from my end.

24 FEMALE SPEAKER: Okay.

25 MALE SPEAKER: Okay?

1 FEMALE SPEAKER: Thank you.

2 MALE SPEAKER: Thanks. Bye-bye.

3 (End of call)

4 MALE SPEAKER: Is Lynn Coco (phonetic) there,
5 please?

6 FEMALE SPEAKER: She is not. May I take a
7 message?

8 MALE SPEAKER: Is she going to be in today?

9 FEMALE SPEAKER: Yeah.

10 MALE SPEAKER: Okay. Can you ask her to call
11 Keith at NOS?

12 FEMALE SPEAKER: Our day just wouldn't be the same
13 if you didn't call us on Tuesdays.

14 MALE SPEAKER: Is that the day I normally call?

15 FEMALE SPEAKER: I know somebody calls from NOS.

16 MALE SPEAKER: Okay.

17 FEMALE SPEAKER: Okay.

18 MALE SPEAKER: Could I give you a phone number?

19 FEMALE SPEAKER: Sure.

20 MALE SPEAKER: It is 888-461-3464.

21 FEMALE SPEAKER: That's kind of important if she
22 wants to call you back.

23 MALE SPEAKER: Well, yeah.

24 FEMALE SPEAKER: Thank you.

25 MALE SPEAKER: Thank you.

1 FEMALE SPEAKER: Bye.

2 MALE SPEAKER: Bye-bye.

3 (End of call)

4 MALE SPEAKER: This is Keith. Can I help you?

5 MALE SPEAKER: Hi, Keith. This is Jeremiah over
6 here in customer carrier.

7 MALE SPEAKER: Uh-huh.

8 MALE SPEAKER: This guy, Joe Timeron (phonetic),
9 Timera, something or another, Timinere -- I guess you're his
10 AR rep. And he had a couple of questions, so I'm just
11 letting you know more or less. I'm giving you -- I gave him
12 your extension because he had a couple of questions.

13 MALE SPEAKER: Okay.

14 MALE SPEAKER: I guess he said that he had sent in
15 a few payments, and they're not coming up in the computer.

16 MALE SPEAKER: Okay.

17 MALE SPEAKER: And the bank -- I guess from what
18 he says the bank had said that checks had been cashed. And
19 I just told him that he would send the checks to you when he
20 received those. And basically, from what I understand -- I
21 don't know. I just found this out a minute ago. I guess
22 what it is is he has got a headquarters and a branch
23 account.

24 MALE SPEAKER: Okay.

25 MALE SPEAKER: And somewhere along the line, his

1 payments just got messed up with which account goes where
2 and all that good stuff. So that's kind of about where it
3 sits. But I'm just letting you know that I gave him your
4 name and your extension.

5 MALE SPEAKER: Okay. Yeah, I think I've talked to
6 him before. It rings a bell.

7 MALE SPEAKER: All righty. That's about it.

8 MALE SPEAKER: Okay. Yeah, I'll just wait on his
9 call.

10 MALE SPEAKER: All right. Sounds good.

11 MALE SPEAKER: Bye.

12 MALE SPEAKER: You have a good day, Keith.

13 MALE SPEAKER: Thanks. Bye-bye.

14 (End of call)

15 FEMALE SPEAKER: (Inaudible) speaking. Can I help
16 you?

17 MALE SPEAKER: Yeah. Is Robin there yet?

18 FEMALE SPEAKER: No. I'm sorry. She isn't in
19 just yet. Can I take a message?

20 MALE SPEAKER: Yeah. Ask her to call Keith at NOS
21 as soon as she gets in.

22 FEMALE SPEAKER: Okay.

23 MALE SPEAKER: She left me a message last night.
24 You must have called her.

25 FEMALE SPEAKER: Yeah. I left a message with her.

1 MALE SPEAKER: She called me back. So --
2 FEMALE SPEAKER: Oh, good.
3 MALE SPEAKER: Yeah. Well, she left a message or
4 whatever. So we're going to have to work something out
5 today.
6 FEMALE SPEAKER: Okay. And your number, Keith?
7 MALE SPEAKER: Is 888-461-3464.
8 FEMALE SPEAKER: Extension?
9 MALE SPEAKER: Eight-eight-seven-seven.
10 FEMALE SPEAKER: Eight-eight-seven-seven. Okay.
11 As soon as she gets in, I'll have her give you a call.
12 MALE SPEAKER: Okay. That sounds like a winner.
13 FEMALE SPEAKER: Okay, Keith.
14 MALE SPEAKER: All right. Thanks. Bye-bye.
15 FEMALE SPEAKER: Bye.
16 (End of call)
17 MALE SPEAKER: Keith, this is Mike from downstairs
18 in referral.
19 MALE SPEAKER: Uh-huh.
20 MALE SPEAKER: How are you doing?
21 MALE SPEAKER: Good.
22 MALE SPEAKER: Listen, I've got a question. I ran
23 across a customer that one of my (inaudible) had been
24 working, who is in what we call tax exempt status.
25 MALE SPEAKER: Okay.

1 MALE SPEAKER: Families in crisis.
2 MALE SPEAKER: Yeah.
3 MALE SPEAKER: Deborah Brock (phonetic).
4 MALE SPEAKER: Uh-huh.
5 MALE SPEAKER: What I did, I looked on the A.R.
6 history for the additional charges.
7 MALE SPEAKER: Uh-huh.
8 MALE SPEAKER: It's still showing taxes.
9 MALE SPEAKER: I know, I know. I have the
10 paperwork in my file. I'll get it -- I'll start working on
11 it tomorrow.
12 MALE SPEAKER: Okay.
13 MALE SPEAKER: Whoever she was faxing it to kept
14 losing it, so I had her fax it to me.
15 MALE SPEAKER: Well, according to what I have
16 here, Al Cost (phonetic) had requested it and received it
17 months ago.
18 MALE SPEAKER: Yeah, well, what he did with it
19 after that I don't know.
20 MALE SPEAKER: Yeah. Let me ask you a question.
21 Once we put them in that status -- I mean, that should
22 continue month after month.
23 MALE SPEAKER: Oh, yeah.
24 MALE SPEAKER: Okay.
25 MALE SPEAKER: Once it's handed in right. I'll

1 make sure it gets done.

2 MALE SPEAKER: But you're handling it, and she --

3 MALE SPEAKER: Yeah. I have the paperwork in my
4 desk, and I will be working on it tomorrow.

5 MALE SPEAKER: Okay. I don't -- I basically
6 didn't want to duplicate effort if it was already being
7 handled.

8 MALE SPEAKER: No. It will be handled. I have
9 all the paperwork I need, and I'll start working on it
10 tomorrow.

11 MALE SPEAKER: All right. Fair enough. Thanks,
12 Keith.

13 MALE SPEAKER: Thank you.

14 MALE SPEAKER: Bye-bye.

15 MALE SPEAKER: Bye-bye.

16 (End of call)

17 MALE SPEAKER: (Inaudible.)

18 MALE SPEAKER: Yeah, Matthew?

19 MALE SPEAKER: Who is calling?

20 MALE SPEAKER: Keith from NOS.

21 MALE SPEAKER: Hold on.

22 MALE SPEAKER: Thanks.

23 (Pause)

24 FEMALE SPEAKER: Are you holding for Matthew?

25 MALE SPEAKER: Yes.

1 FEMALE SPEAKER: He is with a customer. Can he
2 give you a call back? Are you Keith from NOS?
3 MALE SPEAKER: Yes.
4 FEMALE SPEAKER: I have your number. He'll give
5 you call back.
6 MALE SPEAKER: Okay.
7 FEMALE SPEAKER: All right.
8 MALE SPEAKER: Thank you.
9 FEMALE SPEAKER: Bye-bye.
10 MALE SPEAKER: Bye-bye.
11 (End of call)
12 FEMALE SPEAKER: Good morning, (inaudible).
13 MALE SPEAKER: Yeah. Is Perry Hatch there,
14 please?
15 FEMALE SPEAKER: He's not in at the moment.
16 MALE SPEAKER: Pardon?
17 FEMALE SPEAKER: He is not here.
18 MALE SPEAKER: Okay. Do you know if he is at home
19 by any chance?
20 (End of call)
21 FEMALE SPEAKER: Hi. I can't get to the phone.
22 Please leave your name and number. I'll get back to you as
23 soon as I can. Thanks.
24 MALE SPEAKER: Yeah. This message is for Leanne
25 Davis (phonetic). This is Keith calling from NOS

1 Communications. The phone number here is 888-461-3464. I'm⁶⁶
2 at extension 8877. I appreciate it if you'd give me a call
3 back and let me know where we at. Thanks, Leanne. Again,
4 it's Keith at NOS, 888-461-3464.

5 (End of call)

6 MALE SPEAKER: Your call did reach the message
7 center. Please leave your name, telephone number, and a
8 brief message, and your call will be returned.

9 MALE SPEAKER: Yeah. This message is for David
10 Schamoney (phonetic) or anyone high up in the company. This
11 is Keith calling from NOS Communications. The phone number
12 is 888-461-3464, extension 8877. There was a note earlier
13 on your account today that you guys were in a meeting and
14 would break up somewhere around now. It's about 2 o'clock
15 your time. I need to get a call back from somebody and get
16 this resolved somehow. And it's Keith at NOS, 888-461-3464,
17 extension 8877. Thank you.

18 (End of call)

19 MALE SPEAKER: Hello.

20 MALE SPEAKER: Yeah. Nate Goldberg (phonetic).

21 MALE SPEAKER: May I ask who is calling, please?

22 MALE SPEAKER: Keith from NOS.

23 MALE SPEAKER: Hold on, Keith, one moment, please.

24 MALE SPEAKER: Thanks.

25 (Pause)

1 MR. GOLDBERG: Hello?

2 MALE SPEAKER: Yeah. Nate?

3 MR. GOLDBERG: Yeah.

4 MALE SPEAKER: Yeah. It's Keith calling from NOS.

5 MR. GOLDBERG: Hi, Keith. How are you doing?

6 MALE SPEAKER: Good, good. Just fine. The reason

7 you're still having to dial an access code is they're not

8 done setting your new account up yet.

9 MR. GOLDBERG: Oh, okay.

10 MALE SPEAKER: Once they're done setting the new

11 account up, then you'll be able to just dial out regular

12 long distance.

13 MR. GOLDBERG: Okay.

14 MALE SPEAKER: Okay?

15 MR. GOLDBERG: How long will that take? Do you

16 know?

17 MALE SPEAKER: They're working on it. I'm not

18 sure. It could be another day or two. It takes a little

19 while to get it all set up.

20 MR. GOLDBERG: All righty.

21 MALE SPEAKER: Okay?

22 MR. GOLDBERG: Thanks.

23 MALE SPEAKER: You're welcome, buddy.

24 MR. GOLDBERG: All right.

25 MALE SPEAKER: Bye-bye.

1 MR. GOLDBERG: Bye.

2 (End of call)

3 FEMALE SPEAKER: Good morning, Triple A Parking

4 Lost Service.

5 MALE SPEAKER: Yeah. Is Mary there, please?

6 FEMALE SPEAKER: This is she.

7 MALE SPEAKER: Yeah, Mary. It's Keith calling

8 from NOS.

9 FEMALE SPEAKER: Hi, Keith.

10 MALE SPEAKER: Hi. How are you doing?

11 FEMALE SPEAKER: Somebody else called me from your

12 office this morning.

13 MALE SPEAKER: They did?

14 FEMALE SPEAKER: Yes.

15 MALE SPEAKER: Oh, sorry about that.

16 FEMALE SPEAKER: Irene or somebody?

17 MALE SPEAKER: Let me look and see. Oh, yeah.

18 Dorothy called you.

19 FEMALE SPEAKER: Dorothy, yeah.

20 MALE SPEAKER: Yeah. We follow up on other

21 people's accounts on the last day, so --

22 FEMALE SPEAKER: Okay. We're getting the AT&T

23 account straightened out. She is also aware that I had

24 mentioned to you to make sure that these were disconnected.

25 You didn't tell me I had to do that in writing.

1 MALE SPEAKER: No. I think -- well --

2 FEMALE SPEAKER: She told me that --

3 MALE SPEAKER: If you wanted us to turn it off for
4 sure, yeah, you'd have to do it in writing. But --

5 FEMALE SPEAKER: I did want you to turn it off for
6 sure. That's why I --

7 MALE SPEAKER: But, I mean, I don't think you need
8 to worry about it because it looks like everything else has
9 fallen off of our service.

10 FEMALE SPEAKER: Oh, I hope so because --

11 MALE SPEAKER: Yeah.

12 FEMALE SPEAKER: -- we just bagged on AT&T this
13 morning.

14 MALE SPEAKER: Did you? Well, you've got a right
15 to. They didn't pick all your lines up.

16 FEMALE SPEAKER: Right. And they're going to give
17 me -- well, actually, that's not a done deal, so I won't go
18 there. We reviewed -- I have reviewed and come to a
19 decision about this account. I am going to offer you 65
20 cents on the dollar.

21 MALE SPEAKER: Okay. Instead of -- what did I do,
22 80?

23 FEMALE SPEAKER: It worked out, I think you said,
24 to 73.

25 MALE SPEAKER: Okay. Well, let's see what we got

1 then. Hold on. I'm going to have to get approval on that.

2 FEMALE SPEAKER: Okay. Well, call me back,
3 sweetie, because I'm in a meeting.

4 MALE SPEAKER: Okay. When do you want me to call?

5 FEMALE SPEAKER: As soon as you know. Or fax the
6 approval.

7 MALE SPEAKER: Okay. And you will do it check by
8 fax today if I get it approved?

9 FEMALE SPEAKER: I'm not saying that at all. I'm
10 just not saying that at all. It depends on how long my
11 meeting goes.

12 MALE SPEAKER: Okay.

13 FEMALE SPEAKER: Okay?

14 MALE SPEAKER: Because that will -- well, that's
15 pretty much the only way they'll allow me to go that low if
16 it's today.

17 FEMALE SPEAKER: I need to know a total figure of
18 what that would be.

19 MALE SPEAKER: I can give you that right now.

20 FEMALE SPEAKER: I really can't. I'm in a
21 meeting.

22 MALE SPEAKER: Okay. I'll call back.

23 (End of call)

24 MALE SPEAKER: Accounts receivable. This is
25 Keith. Can I help you?